

E. GENERAL INFORMATION ABOUT ELECTRONIC BENEFITS TRANSFER**WAC 388-412-0045 General information about cash and food assistance issued by electronic benefits transfer.**

- (1) The department may decide which assistance unit gets cash assistance payment by warrant or EBT.
- (2) All food assistance benefits are issued by EBT.
- (3) The department establishes an EBT account for each assistance unit and provides information about how to use the account.
- (4) EBT benefits reported lost or stolen are replaced for the amount of the loss only when:
 - (a) The department makes an error that causes a loss of benefits; or
 - (b) Both the EBT card and personal identification number (PIN) are stolen from the mail; and
 - (c) The client never had the ability to access the benefits; and
 - (d) The loss is reported within ten days from the date the client became aware of the loss.
- (5) The department does not replace benefits which have been deposited into an electronic benefit account and are available to the client. The benefits are considered to be cash or coupons.
- (6) The EBT account becomes inactive when it is not used for ninety days. After ninety days, the client must ask the department to reactivate the account to use the benefits.
- (7) Food assistance benefits are canceled and will not be replaced when the EBT account is not used for two hundred seventy days.
- (8) If a client moves to an area where EBT benefits cannot be used, the client may ask the department to convert EBT food assistance benefits to food coupons.

Because food coupon books are certain values, there may be a small amount left in the EBT account after converting the benefits. If the remaining benefits are not used within seven days from the date of the conversion, the remaining benefits will be canceled.